

Survey Results

November 2001 Subcontractor Survey

Aging and Disability Services Seattle-King County

Launch Date: 11/16/01
Closed Date 12/4/ 01
Total Invitations: 87
Total Respondents: 41

1.	In your interaction with ADS, which of the following best describe your role:	<i>Number of Responses</i>	<i>Response Ratio</i>
	Agency director	11	27%
	Manager/coordinator	14	34%
	Fiscal or financial staff	2	5%
	Program planner	1	2%
	Client service staff	1	2%
	Information technology (IT) staff	0	0%
	View Other, Please Specify	12	29%
	Total	41	100%

2.	How satisfied are you, overall, with ADS services? Please answer using the rating scale where 5 means "extremely satisfied" and 1 means "very unsatisfied."	<i>Number of Responses</i>	<i>Response Ratio</i>
	Very Unsatisfied 1	1	3%
	Unsatisfied 2.	1	3%
	Somewhat Satisfied 3.	12	30%
	Very Satisfied 4.	26	65%
	Total	40	100%

3. For specific ADS services or functions, how satisfied are you on a 1-4 scale where (1) means "very unsatisfied" and (4) is "very satisfied"? Select "N/A" if don't know or never used

Percentage Indicates total respondent ratio and parenthesis indicate actual number	1 Very Unsatisfied	2	3	4 Very Satisfied	N/A
a. Reimbursement of invoices	2% (1)	0% (0)	27% (11)	56% (23)	15% (6)
b. Assisting you in solving programmatic problems or issues.	2% (1)	2% (1)	32% (13)	56% (23)	5% (2)
c. Assisting you in meeting data and reporting requirements.	5% (2)	7% (3)	29% (12)	51% (21)	7% (3)
d. Responding to your questions about your program operations.	0% (0)	2% (1)	34% (14)	56% (23)	7% (3)
e. Providing suggestions or ideas on your program.	2% (1)	7% (3)	39% (16)	29% (12)	22% (9)
f. Communicating program guidelines, policies and procedures.	2% (1)	2% (1)	44% (18)	44% (18)	5% (2)
g. Informing elected officials and the community about issues and funding affecting older adults and people with disabilities.	2% (1)	5% (2)	34% (14)	29% (12)	27% (11)
h. Addressing the needs of under-served groups.	2% (1)	10% (4)	44% (18)	24% (10)	20% (8)
i. Allocating funding to services, programs, or agencies.	0% (0)	12% (5)	46% (19)	32 (13)	10% (4)
j. Providing opportunities for providers to give input in developing ADS policies and directions.	5% (2)	10% (4)	44% (18)	22% (9)	17% (7)

4. Considering your experience in the past 12 months with ADS services, please rate your agreement with each statement below on a 1-4 scale. (4) means "Completely agree," (1) is "Completely disagree." Choose one rating only per statement

Percentage Indicates total respondent ratio and parenthesis indicate actual number	1 Completely disagree	2	3	4 Completely agree	N/A
a. The ADS telephone receptionist is friendly and helpful.	0% (0)	0% (0)	27% (11)	39% (16)	34% (14)
b. ADS' financial staff is knowledgeable and helpful.	0% (0)	5% (2)	22% (9)	44% (18)	29% (12)
c. My assigned ADS Program Specialist(s)--sometimes called program monitor, contract specialist--is accessible and responsive.	0% (0)	2% (1)	22% (9)	73% (30)	2% (1)
d. My assigned ADS Program Specialist(s) is very knowledgeable and informative	2% (1)	5% (2)	32% (13)	59% (24)	2% (1)
e. ADS IT staff is knowledgeable and responsive to my program needs.	5% (2)	5% (2)	22% (9)	37% (15)	32% (13)
f. ADS planners are a useful resource (e.g. census data etc.) and is responsive to my needs.	5% (2)	10% (4)	24% (10)	32% (13)	29% (12)

5. Are there any problems that have not been resolved to your satisfaction?:

		<i>Number of Responses</i>	<i>Response Ratio</i>
No		30	73%
If Yes. Please Specify		11	27%
Total		41	100%

6. How can ADS be helpful to you in the future?

7. Is there anything you would like to tell ADS about our services that was not already asked in the survey?

Responses to Questions 6 & 7 have been combined and are listed below under topical headings. Please also note the ADS Response column.

	ADS Response
<p><u>Adult Day Health</u></p> <ul style="list-style-type: none"> • Change client income eligibility. • Increase fund for adult day services so that we can serve more clients. Thank you • Work with me to get ADWare responsive to your needs. Have done a great job in the past. 	<p>Changes in client income eligibility will require state approval and changes to the Senior Citizen Services Act. We will forward this issue to the Advisory Council Legislative Committee for their consideration.</p> <p>Funding issue will be forwarded to the Advisory Council Planning and Allocation Committee.</p>
<p><u>Agency Involvement/Collaboration</u></p> <ul style="list-style-type: none"> • Would like to see ADS be more proactive by working closer with subcontracted agencies in responding to state's request of performing additional duties. • I hope that our agency will be notified or invited in any steering committee especially our services will be affected or impacted by the outcomes. • Would like to be put on the ADS Advisory Council and Sponsors Meeting mailing list. • More contact with Monitor • I think a greater emphasis on understanding operational issues and devoting the time to do so is warranted (even though I realize staff schedules are very busy). • I hope you will continue to feel free to involve me or my staff as you have need for community input or policy development. • Continue to look at system costs and needs, continue to partner with providers, continue to advocate for adequate provider rates at the state level, continue to carefully analyze system changes; the need for them and the impact that new technology and data requirements have on the providers. • Provide technical assistance with regard to program ideas and innovations and provide sufficient resources to make it possible for agencies to reach goals and requirements that are established by and with ADS. 	<p>ADS has invited subcontracted agencies to attend meetings with state staff to discuss case management issues. Agencies which cannot attend are welcome to provide their input via ADS staff.</p> <p>ADS Program Specialists are accessible by phone, regular mail, email, and by appointment. They are responsible for contacting or following up with agencies regarding services, projects or issues. Agencies should feel free to contact the Program Specialists at any time.</p> <p>ADS will include Agency directors and program directors in the ADS Advisory Council and Sponsors meeting mailing lists.</p> <p>The issues identified here will be forwarded to the Advisory Council Planning and Allocation Committee for their consideration.</p>
<p><u>Caregivers Program</u></p> <p>ADS's vision and plan for building a continuum of caregiver services is not clear, thus it appears that lots of little contracts are given out, without thought to how the entire system works. A planning session with key providers and ADS to create such a plan would be useful. Also, there is little coordination with other systems, such as mental health/chem dep./dd etc. It doesn't work to have agencies work with the ADS planners around creating new services and then hand them off to the contract specialist who hasn't been a party to those conversations. The planners have the orientation of working creatively to try new models, but the monitors are more interested in contract compliance and reporting. Because contract monitoring is a difficult subject, the people in those positions need to be very friendly and helpful in their demeanor. This has not always been the case.</p>	<p>ADS conducted a community planning process to design the state and federal caregiver support programs, and multiple competitive funding processes to select and allocate funds to providers. We plan to evaluate the services as we continue to build and refine a new system of caregiver services. ADS Family Caregiver Support program staff continue to work with new providers in clarifying roles and responsibilities and in resolving issues in this new service area.</p>

	ADS Response
<p><u>Funding Concerns:</u></p> <ul style="list-style-type: none"> • I would like to suggest, having special funds for activities supplies. Due to been a nonprofit organization the materials are rarely provided. • If there is any extra funds that are left over from the fiscal year, have ADS reimburse our program for all of the cost that we have occurred during the last six years that we have been operating in the red • It would be great if we can have increase funding for Nutrition. • Include us in funding for helping the hMONGS and the Laotians. Hope you can increase grant on the nutrition program as costs have spiraled. • We are glad to be part of the respite program and be able to assist the elderly and the disabled and their families to have some relief from caring for their loved ones. We wish we could have more cases. Find ways to direct funding that supports services for the most vulnerable and those with financial need.(i realize this is a challenge with shrinking resources and mandated services.) • Work with me to get ADWare responsive to your needs. Have done a great job in the past. • Continue and expand technology fund. • Our Senior Companion Program is really in need of more financial assistance from ADS/City of Seattle in order to survive without drastic cuts to its services to clients and volunteers. We need to receive more funds from local sources to match our grant requirement of \$50,000 each year just to maintain the current level of 47,000hrs of Senior Companions volunteer work, let alone to grow and add more volunteers and clients. Currently we are short \$18,000 for year 2001 	<p>ADS does not fund specific line items. Provider agencies decide how they allocate funds to activity supplies within their budget.</p> <p>Agencies are expected to raise other funds to supplement ADS funding. Annually, unspent funds are carried from one year to the next and they become part of the Discretionary funds which are allocated through the Planning and Allocation process.</p> <p>The funding issues raised here (nutrition, technology, service to vulnerable persons) are helpful comments and will be forwarded to the Advisory Council Planning & Allocation Committee for their consideration as they develop allocation recommendations between March and July for the 2003-04 funding cycle.</p> <p>There is currently an arrangement for a small number of Senior Companion volunteers to serve ADS clients. The Senior Companion Program is a federally funded program. In this tight budget environment, ADS is not likely to recommend funding of new programs.</p>
<p><u>Home Care:</u></p> <ul style="list-style-type: none"> • If ADS is not already be doing this, we suggest you establish a system that systematically assigns new clients to agencies. A systematic (starting from the first-listed agency and going down the list to the last-listed agency) and coordinated (coordinated among case managers, so that each case manager, in making a referral, knows what agencies are yet to get referrals) gives every agency a chance to receive referrals on a rotating basis during the course of the year • If ADS is not already doing this, it would be nice to have a system that systematically refers new clients to agencies. This will give all agencies equal chance of getting new clients. We appreciate all the help we receive from ADS staff. • Using better judgement on claims...making a phone call instead of auto denial. • We do not need any more new agencies 	<p>The suggested rotation method of referral does not meet the federal Medicaid regulations for client choice of providers. In addition, certain client needs require a match with home care agencies who have specific expertise (e.g. language capability). ADS will monitor the use /referral pattern for home care agencies through the new automated referral system to ensure that initial referral options include all our providers.</p> <p>To meet Medicaid regulations for accommodating client choice of providers, it has been an ADS practice to add new agencies at not more than two per year. Currently ADS has a moratorium on entering new contracts due to possible state restrictions in home care funding for meeting the state budget shortfall.</p>

	ADS Response
<p><u>Invoices/Billing</u></p> <ul style="list-style-type: none"> By not protecting contractor's invoice forms in Excel. Protecting invoice forms makes it impossible to use macros and other Excel tools that can improve the accuracy and efficiency with which invoice forms are completed. Also, if a protected form requires a change, even a change as minor as incorrect contact phone number, a request must be made to the contract monitor who must open the form, unprotect it, make the change, re-protect it, and email it to the contractor. It's a mystery why contractors are trusted with tens, if not hundreds of thousands of dollars, but not with an unprotected contractor's invoice form. Billing procedures are somewhat confusing from our end. Perhaps a workshop on the process would be helpful. Being unable to submit supplements for errors could pose a financial burden and possible hurt the fiscal integrity of the agency. Pierce County allows for supplements to be billed when errors occur. 	<p>ADS needs to protect the invoice forms in order to preserve the built in formulae and other information such as budget amounts and rates.</p> <p>The home care billing system is expected to be significantly improved with the implementation of the Home Care Automated Time Tracking (HCATT) system beginning in Spring 2002. Under this new system, Billing Supplements are expected to be minimal, but will be allowed.</p>
<p><u>New Programs</u></p> <ul style="list-style-type: none"> To be more pro-active in developing new service delivery model(s) which meeting the needs of the growing elderly population and new funding environment. 	<p>This recommendation will be forwarded to the Advisory Council Planning and Allocation Committee.</p>
<p><u>Outcomes</u></p> <ul style="list-style-type: none"> Determining appropriate outcomes for a complex program-- we have many outcomes with different ways of reporting them. Find the person who initiated the commitments and ask they how they would track all of those needs for statistically commitments. 	<p>The Outcome Alignment process jointly sponsored by the City of Seattle, King County, United Way of King County, and City of Bellevue, continues to work on streamlining outcome tracking and reporting. An aging service providers is actively involved. Any other interested agencies may contact the Alignment project coordinator at 206-684-0646.</p>
<p><u>Praises on ADS</u></p> <ul style="list-style-type: none"> Continue the way things are right now You have a great staff. Continue the good job you are doing. 	<p>We appreciate the positive comments.</p>
<p><u>Program assessment</u></p> <p>I didn't think ADS proceeded with the program assessment report in a proper manner.</p>	<p>Please contact your Program Specialist or the Contracts Unit Manager (Georgiana Arnold at 206-684-0697) to identify and resolve the specific issues.</p>
<p><u>Survey</u></p> <p>The only thing I don't like this survey...the thing took five minutes to load on my computer. I also feel like the scale should be 1 to 5 for things that you feel neutral or neither satisfied nor dissatisfied. That's all.</p>	<p>Thanks for the feedback. While one may feel forced choices are problematic, we have found that a scale with four ratings tends to be more effective in soliciting definitive response.</p>

8 OPTIONAL: Please provide your name and street or email address so we can contact you to follow up on your suggestions or concerns.

41 Responses

Thank you for your feedback